

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                      **BENEFITS ADMINISTRATOR**

**DEPARTMENT:**                **HUMAN RESOURCES**

**BASIC FUNCTION:**

Under general supervision, to administer City benefit programs, interface with insurance carriers and maintain records regarding employee workers' compensation, health, life and retirement coverage; and to perform other related responsibilities as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This position is expected to exercise initiative and independent judgment in carrying out a variety of assignments within established guidelines, including providing technical support to all areas within the Human Resources Department. This level is distinguished from the next higher level of Analyst by the complexity of analytical and technical responsibilities assigned.

**KEY RESPONSIBILITIES:**

Administer City health and welfare benefit programs such as workers' compensation, medical, dental, group life and retirement plans.

Advise employees on their eligibility for benefits. Provide customer service to employees regarding benefit plan information and design.

Work with insurance vendors to resolve employee insurance problems. Provide assistance in resolving complaints or other administrative matters.

Coordinate all benefit plan enrollments and changes. Maintain benefit records and documents necessary for implementing benefit coverage. Process, approve and audit benefit program billings to ensure proper cost distributions.

Perform administrative tasks relating to workers' compensation claims, including responding to routine inquiries from employees. Serve as liaison to workers' compensation third party administrator.

Determine coordination of City benefits with other benefits and leave entitlements required by state and federal law. Meet with employees to explain this information; monitor and maintain records related to the coordination of these benefits. Monitor employee and dependent premium payments when employees are on occupational or non-occupational leaves of absence.

Conduct new-hire employee orientations to ensure that new hires have a thorough understanding of the City's benefit program and the information necessary to make appropriate benefit elections.

Prepare employee benefit communications.

Assist in the interpretation and application of personnel rules, policies and procedures.

May supervise staff in the course of performing responsibilities.

Perform other related duties as assigned.

**QUALIFICATIONS:**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

**Knowledge of:**

Public sector human resources policies, practices and procedures in benefits, workers' compensation and other applicable human resources areas as assigned.

Federal, state and local laws and regulations affecting employee benefits, workers' compensation, human resources administration and management.

City of Carlsbad municipal codes, policies, procedures, practices and memoranda of understanding with employee bargaining units.

Human Resources administration and procedures related to payroll, health and welfare benefits and records management.

Modern office methods, including computer use.

**Ability to:**

Perform complex technical and administrative human responsibilities relating to the City's employee health and welfare benefit programs, including workers' compensation.

Interpret and make recommendations and decisions in accordance with laws, regulations, policies and procedures impacting human resource administration.

Exercise independent judgment and decision-making.

Work independently under general supervision.

Research, analyze and prepare reports and make recommendations.

Supervise the work of assigned staff.

Organize work and meet deadlines.

Establish and maintain effective working relationships.

Effectively communicate both orally and in writing.

Utilize computer systems and applications as necessary.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

College level coursework in public and/or business administration, human resource management or a closely related field, and

Three years of progressively responsible administrative experience involving technical human resource functions or responsible administrative experience. Benefits administration experience desirable.

**PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret statistical data, information and documents; analyze and solve problems; use and apply reasoning and statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under deadlines; and interact with staff, the public and others encountered in the course of work.

The incumbent works under typical office conditions and the noise level is usually quiet. The responsibilities require driving to site locations for inspections, meeting with other staff and the public on a regular basis.

This is an at-will management classification.

DATE APPROVED June 2000